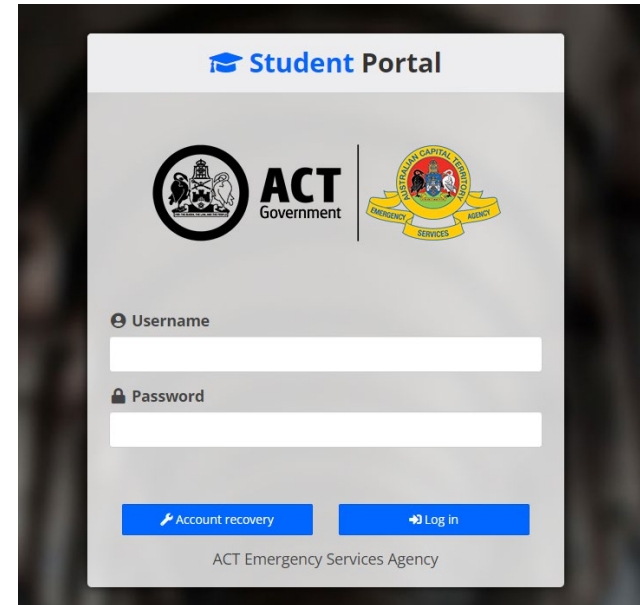


## How to Set Up Two-Factor Authentication (2FA) – Student Portal

### Step 1

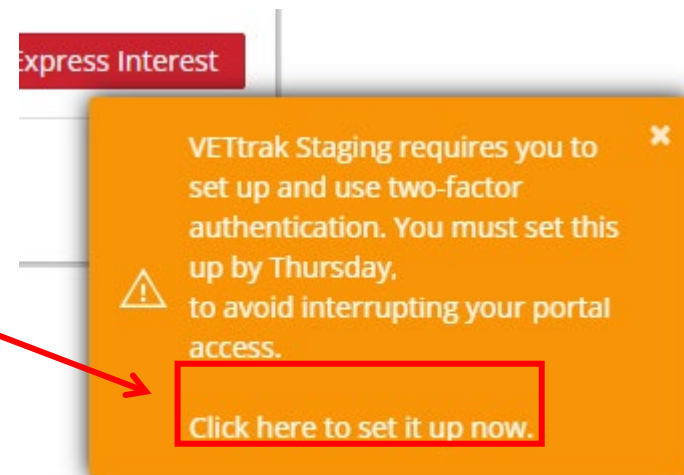
Go to the Student Portal - [Student Portal \(vtportal.com.au\)](https://vtportal.com.au)



### Step 2

When you go to this page you will see a warning window, that looks like the below.

You then click on the “Click here to set it up now” area.



### Step 3

You will then be directed to the below page which provides instructions on how to set up two-factor authentication (2FA).

If you have not set up 2FA by the required date you will be automatically directed to this page when you attempt to log in.

🔔 ? 👤
🏠 Dashboard 👤 Personal Details 📅 Schedule 📄 Courses ✉ Messages 🏆 Awards 💰 Invoices 🗣 Turn on help

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#### MANAGE TWO-FACTOR AUTHENTICATION

### (00238) Erin Student

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**Activate 2FA**

To use an authenticator app go through the following steps:

- Download a two-factor authenticator app like:
  - Microsoft Authenticator for **Android** and **iOS**.
  - Google Authenticator for **Android** and **iOS**.
  - LastPass Authenticator for **Android** and **iOS**.
  - Twilio Authy for **Android** and **iOS**.

To access direct links to download these apps, visit this web address with your mobile device:  
[vettrak.com.au/2fa](http://vettrak.com.au/2fa)

- Scan the QR Code below or enter this key:  into your two factor authenticator app.  
*Spaces and casing do not matter.*



- Once you have scanned the QR code or input the key above, your two factor authentication app will provide you with a unique code. Enter the code in the validation step below.
- Validate and enable two factor with your chosen authenticator app by entering the validation code below.

Validate Code

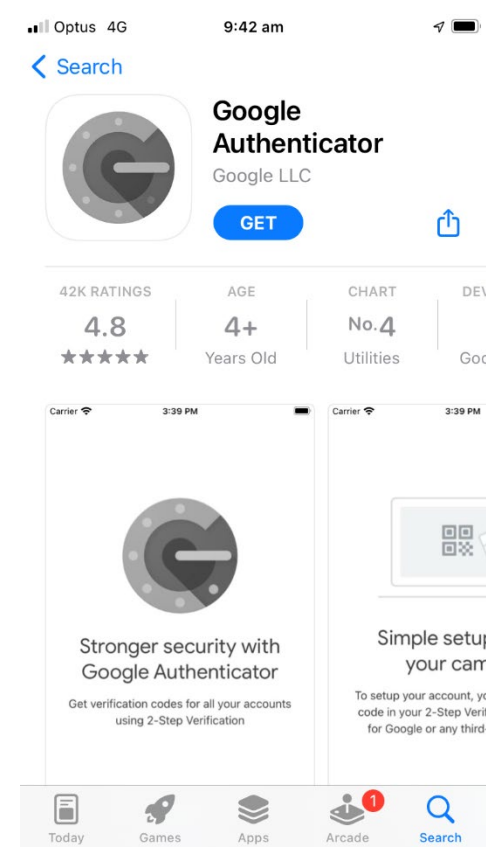
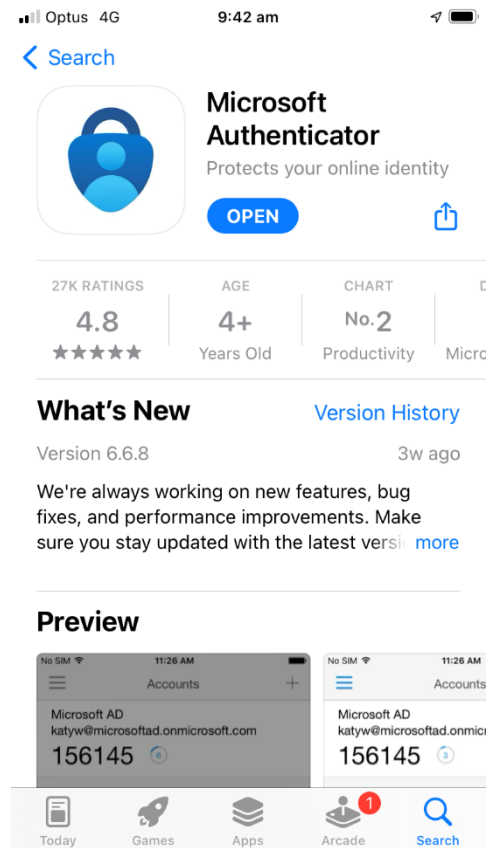
[Learn more about two-factor authentication](#) Validate

## Step 4

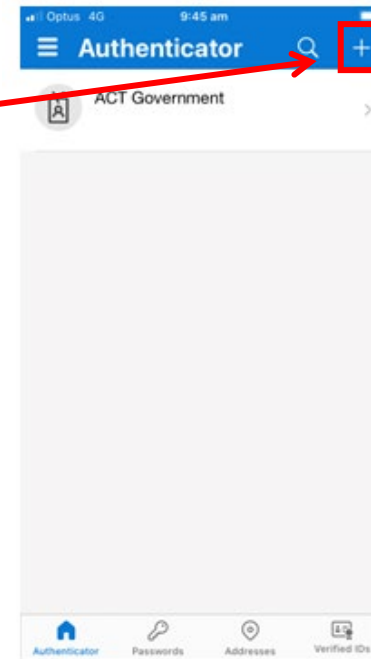
Follow the above instructions provided on your Student Portal to set up two-factor authentication.

Below provides further detailed instructions on how to set up two-factor authentication.

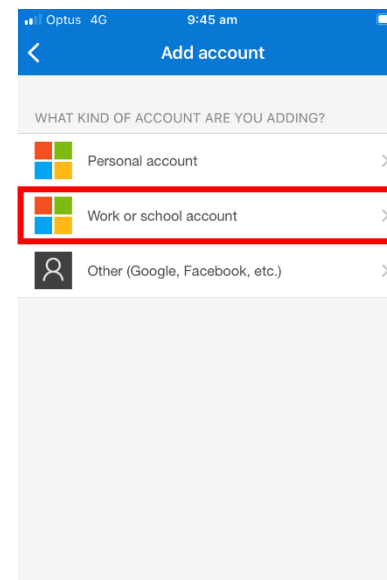
1. Download a two-factor authenticator application onto your phone. We recommend either the Microsoft Authenticator for Android and IOS or the Google Authenticator for Android and IOS.



- II. Now you have installed the application open this on your phone. Click the Plus + button in the top right corner.



- III. Then select "Work or school account".

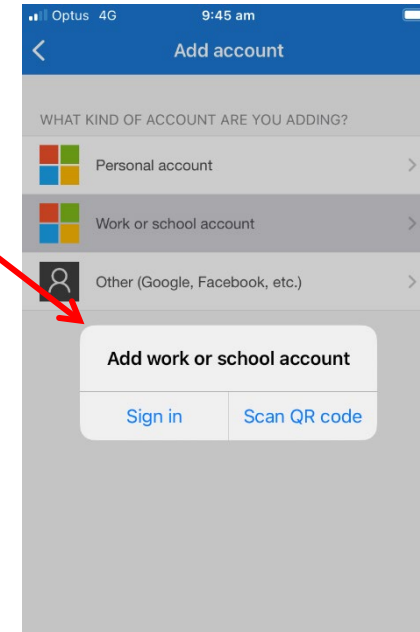



- IV. You will then receive a prompt on your device with two options – Sign in or Scan QR code.
- a. If you select the Sign in option, you will enter the key provided on the Student Portal
  - b. If you select scan the QR code, scan the QR code provided on your Student Portal

2. Scan the QR Code below or enter this key **TJMRSA7HJ4H3H4M3C44NQP8R8H** into your two factor authenticator app.  
*Spaces and casing do not matter.*

**a**

**b**



- V. Your authenticator app will then provide you with a unique code. Enter the code into the “Validate Code” box on your student portal and press the “Validate” button

3. Once you have scanned the QR code or input the key above, your two factor authentication app will provide you with a unique code. Enter the code in the validation step below.

4. Validate and enable two factor with your chosen authenticator app by entering the validation code below.

Validate Code

Validate

[Learn more about two-factor authentication](#)

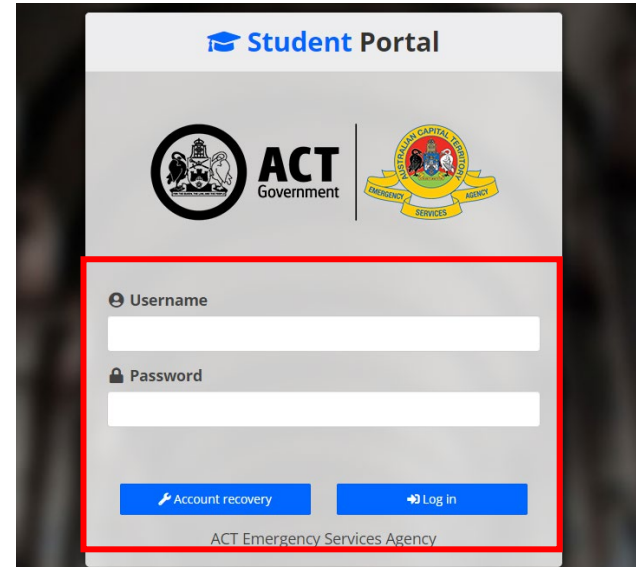
- VI. You have now successfully set up two-factor authentication.

## Logging into Student Portal Using Two-Factor Authentication


When you log into the Student Portal you will now be required to enter a unique code from your authenticator application on your phone. Below are the steps needed to log into the Student Portal with two-factor authentication.


### Step 1

Enter your username and password as usual and press log in.



**Student Portal**

 **ACT**  
Government



Username

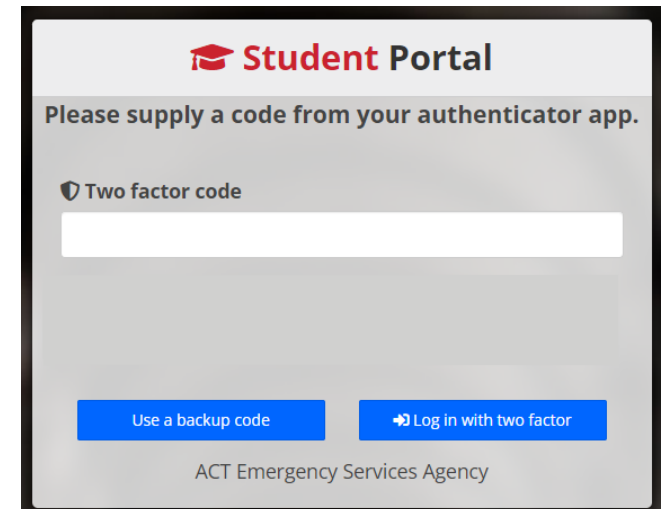
Password

[Account recovery](#) [Log in](#)

ACT Emergency Services Agency

### Step 2

You will then be directed to a new screen asking for you to supply a code from your authenticator app.



**Student Portal**

Please supply a code from your authenticator app.

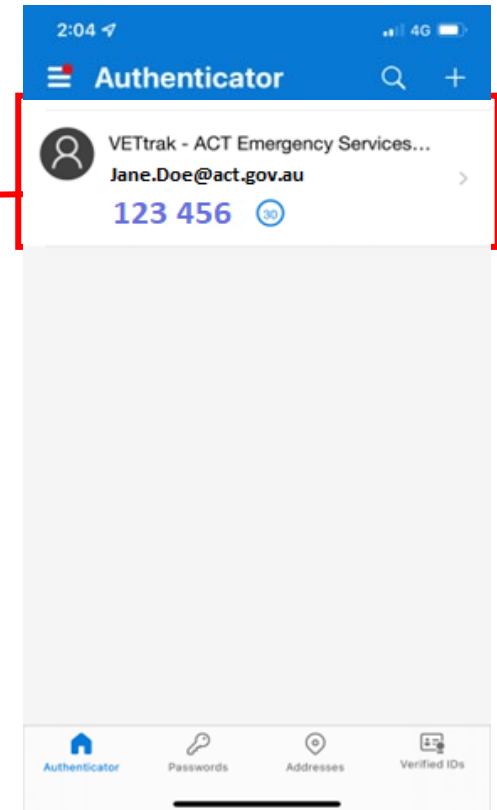
Two factor code

[Use a backup code](#) [Log in with two factor](#)

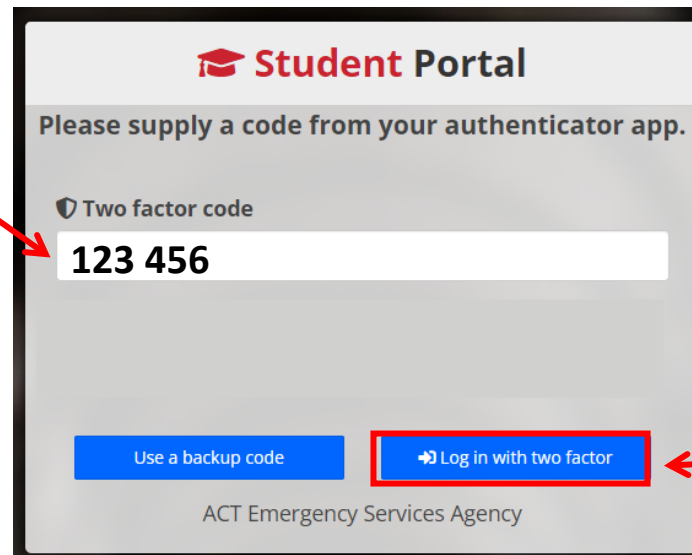
ACT Emergency Services Agency

### Step 3

Open your authenticator application on your device. You will see VETtrak – ACT Emergency Services Agency, with your email underneath and a 6-digit code. This code will reset every 30 seconds.



Enter this code into the Student Portal and press “Log in with two factor”.  
You will then be able to log into the Student Portal.

A screenshot of the "Student Portal" login page. The header features a graduation cap icon and the text "Student Portal". Below the header, it says "Please supply a code from your authenticator app." There is a section labeled "Two factor code" with a shield icon. A text input field contains the code "123 456". At the bottom, there are two blue buttons: "Use a backup code" and "Log in with two factor". The "Log in with two factor" button is highlighted with a red box. The footer of the page reads "ACT Emergency Services Agency".